

**Daphne.Duke**

244019

**From:** Jocelyn.Boyd  
**Sent:** Monday, May 13, 2013 9:33 AM  
**To:** charles.terreni@terrenilaw.com; selllott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn  
**Cc:** Deborah.Easterling; Tricia.DeSanty; Daphne.Duke  
**Subject:** FW: Update

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**From:** Dave Small [mailto:dsmall@comporium.net]  
**Sent:** Thursday, May 09, 2013 10:47 AM  
**To:** 'Tom G. Oakley'  
**Cc:** georgesheppard@comporium.net; Hipp, Dawn; Morgan, Willie; Jocelyn.Boyd; CFunderburk@tegacaysc.gov; 'John Dervay'; 'Linda Stevenson'  
**Subject:** RE: Update

Dear Tom... Do you believe anyone here is going to find blaming the weather believable? You have had years to address these problems but have simply taken your profits and run. Clearly, the people this letter is intended for are the CC group including the PSC and regulatory staff. I have watched your team upgrade their equipment just before you requested new funds while removing old equipment on trucks headed for somewhere. Over the years, I have talked to your workers who have told me they could not upgrade old or incompatible pumps in order to use existing inventory of parts even though these pieces of equipment continued to fail. Your company seems to have no vested interest in this community other than a profit generator which thanks to the existing rules is guaranteed and supported by the people who are responsible to represent the people living here. If you had invested as much interest in the service you provided as you now do in the letters you write, these issues would not be prevalent today and the rates you are charging would not be what they are. Instead, you seem to have allowed the system to degenerate over a period of many years rather than repairing issues over time. Issue avoidance seems to have caused major problems. So, now we are here.

Dave Small

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**From:** Tom G. Oakley [mailto:TGOakley@uiwater.com]  
**Sent:** Wednesday, May 08, 2013 10:33 PM  
**To:** Tom G. Oakley  
**Cc:** georgesheppard@comporium.net; Hipp, Dawn; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov  
**Subject:** Update

Dear Tega Cay Customers,

As promised, I wanted to provide a quick update on the day's activities toward resolution of the SSO issues in your community.

If you were in and around the neighborhood today you no doubt saw our folks at work. We had 22 staff (including those brought in from out of state) in the field. In total they inspected over 400 manholes, walked approximately 15 miles of pipe and evaluated the entire collection system for wastewater treatment plant #2. Additionally, we had four video inspection contractors, smoke and dye testing contractors and our consulting engineer on site throughout the day.

A large amount of data has been generated by this work and it will be evaluated tonight and into tomorrow.

A similar plan is scheduled throughout other parts of the system for tomorrow and the experts guiding this work are confident that we will find the cause(s) of the SSOs and will be in position to correct those quickly once identified.

Some questions that have been raised are 'why hasn't this work been done before' and 'after two years of no problems, why now'? Legitimate questions to be sure and certainly the second question is one we have been asking internally. We have, in fact, done much of this inspection work before and the collection system was found to be vastly improved as a result of the capital spending done in 2011.

Then, why are we doing it again and has something changed?

As all of you are painfully aware, it has been a particularly wet period throughout the state. Lake Wylie and other lakes, both upstream and down, have been running at very high levels for an extended period. Duke Energy has announced dam releases which will further complicate the situation and today they have characterized the situation in the following way: "Given the significant rainfall in the region, high water conditions are expected for several days." (<http://www.duke-energy.com/lakes/levels.asp>)

I am not an engineer but our outside expert put it plainly this evening when he said he has never encountered lake levels like this and ground saturation of this magnitude. It is clear that there is significant water pressure in the ground and bodies of water, forcing rainfall into places where it typically would not go. At a minimum, that is what has changed.

We will continue our assessment with the increased resources we have applied to the situation and I will report back to you tomorrow as more information is available.

And know that we remain committed to zero SSOs regardless of rainfall.

Thank you.

Tom